

Michael Bridges, CSQA

Senior Software Quality Assurance Engineer [LinkedIn](#) [GitHub](#)

SUMMARY

Accomplished Senior Software QA Engineer with expertise in, Automated Test Frameworks, Performance Test Quality Management and Cross-Functional leadership. Extensive track record leading test teams on large-scale programs for Fortune 500s, mid-size companies and VC-funded startups. Experience comprises multiple domains including cybersecurity, healthcare, telecommunications, high-tech, social media monitoring, tax preparation, mortgage banking, financial planning, consumer electronics and P&C insurance. Consensus builder who works across functional lines and collaborates with people at every level with every skill set. Astute project manager with strong communication, technology and agile process skills.

WORK EXPERIENCE

BLACKBERRY, Irvine, CA

Internet of Things (IoT) and Cybersecurity software maker with over 3K employees.

Senior Software Quality Assurance Engineer 02/2019 -- 09/2023

- Hands-on QA lead on eight-person team for enterprise-class cybersecurity solution [CylanceON-PREM](#). Accountable for testing React management console, backend performance, APIs, and endpoint agent interoperation. Orchestrated vSphere test environments. Delivered 31 high-quality commercial releases (Feb 2019 - Sep 2023).
- Contributing member of an SDET team designing, coding, debugging, reviewing, and documenting a robust automated test suite using Python, Pytest, and Selenium WebDriver, implementing the Page Object Model (POM) design pattern. Successfully scaled the system to reliably run approximately 1,000 test cases, achieving a 10x reduction in test execution time and an 80% increase in test coverage.
- Enhanced test efficiency and reliability by integrating test marking for selective test execution and utilizing JSON for dynamic test data management, ensuring comprehensive coverage of React front end and OVA backend components.
- Streamlined CI/CD pipeline by configuring Jenkins to run tests on Selenium Grid, leveraging Docker containers for NGINX and PostgreSQL, and generating detailed HTML test results reports with logging for clear visibility into test outcomes and issues.
- Leveraged SQL queries to extract and manipulate data from PostgreSQL database, streamlining test data preparation process by 20%.
- Engineered tests for public APIs, leveraging tailored test data to emulate malware events, enhancing system resilience by 25%.
- Orchestrated HTTP scripts in JMeter to conduct load tests simulating 50K endpoints. Identified and resolved performance bottlenecks resulting in a 20% improvement in application response time.
- Meticulously documented bug tickets in Jira, expediting issue resolution and improving collaboration among teams.

CONTACT

- Vista, CA (760) 790-8970
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SKILLS

Tools and Software:

- Pytest
- Selenium, Selenium Grid
- JMeter, Blazemeter, LoadRunner
- Postman
- PostgreSQL, MS SQL Server
- VSCode, Bitbucket, Jenkins
- TestRail
- Jira, Confluence
- OpenAI ChatGPT
- Google Gemini
- MS Office Suite

Languages:

- Python

Platforms, Operating Systems:

- AWS
- vSphere
- Linux, RHEL, Ubuntu
- Windows
- Mac

People and Process:

- Team building
- Communication – written & verbal
- Cross-functional leadership
- Root cause analysis
- Continuous improvement
- Scrum
- Kanban

EDUCATION

UCSD, LaJolla, CA
BA Management Science

CERTIFICATIONS

[Certified Software Quality Analyst \(CSQA\) – QAI](#)

WORK EXPERIENCE (CONT'D)

CYLANCE, Irvine CA

Venture startup pioneering AI in the cybersecurity space; sold for \$1.4B in 2019.

Senior Software Quality Assurance Engineer 09/2016 – 02/2019

- Led performance testing of [CylanceENDPOINT](#) solution, safeguarding 500M endpoints globally. Conducted large-scale performance tests on AWS EC2 using Blazemeter. Identified scalability issues early in the development cycle. Identified critical performance bottlenecks, leading to a 30% improvement in system response time.
- Published detailed performance test results and analysis on Confluence for stakeholders. Enhanced transparency and informed decision-making.
- Documented high-level system architecture for QA.
- Wrote data-driven automated test driver in C#.

ACCENTURE, New York, NY

World's largest consulting firm having 738K employees and \$64B revenues.

Manager – Performance Engineering / Architecture 12/2010 – 04/2016

- Contributor to all aspects of performance testing, availability management and troubleshooting. Partial client list included Qualcomm, TELUS, Nike, Kaiser Permanente, Fireman's Fund and EMC.
- Client: QUALCOMM, San Diego, CA. Semiconductor and telecommunications equipment maker with \$368B annual revenue. As Sr. Automation Program Manager authored recommendation establishing new QA Ecosystem for Continuous Delivery. Approach incorporated Behavior-Driven Development, Test Automation, DevOps, Cloud and Open-Source technologies. Solution was implemented with estimated savings of \$2M over first two years.
- Client: TELUS, Vancouver CAN -- Canadian telecom with \$14.7B annual revenue; provides wireless, internet, TV, and healthcare solutions. Ran day-to-day performance testing operation for Enterprise systems supporting ordering, provisioning, support, field work-force management, billing, DW, consumer portal. Delivered 12 releases over a 10 month period with no production incidences. Technologies: LoadRunner; Dynatrace.
- Client: NIKE, Beaverton, OR – NIKE. Fortune 500 with \$31B in sales and 83,700 employees, it is the world's leading designer, marketer and distributor of footwear, apparel, and equipment. Led Performance Test Team on Global Supply Chain Planning upgrade. Devised, documented, presented test approach having built consensus across the program. Managed on-schedule plan execution and authored final readiness report for Leadership.

PREVIOUS EXPERIENCE

- QA Manager, Overtone, Carlsbad, CA
- Manager II Development, Intuit, San Diego, CA
- QA Manager – Software Quality Eng., Intuit, San Diego, CA

PROFESSIONAL TRAINING

- System Operation on AWS, Global Knowledge
- Agile and Scrum, Capgemini
- Advanced Technology Architecture School, Accenture

PATENTS

- [US 08549483 B1 Engine for Scalable S/W Testing](#)
- [US 8881109 B1 Runtime Doc of S/W Testing](#)

ASSOCIATIONS

- Assoc. for Software Testing (AST)
- Python Software Foundation (PSF)